

ASPIRE • BENEFITS

11 June 2012

Measures for Western Area, April 2012

Measures • VA National Averages • Aspirational Goals				Aspirational Goals Met ²										
Domain • Measure	T ¹	Average	Goal	339	340	341	343	344	345	346	347	348	354	358
Compensation														
Rating Claims Accuracy (12 Month Average)	O	86.1%	98.0%	86.6%	86.0%	76.8%	86.1%	82.6%	87.3%	88.7%	90.0%	92.2%	90.4%	90.6%
Rating Claims Accuracy (3 Month Average)	O	86.9%	98.0%	88.7%	80.5%	80.0%	88.2%	75.7%	88.1%	90.0%	95.2%	91.1%	87.8%	92.9%
Rating Inventory > 125 days	O	65.6%	0.0%	55.4%	52.3%	65.8%	81.3%	79.9%	74.0%	78.9%	42.9%	64.2%	73.0%	61.8%
Homeless Rating Claims Average Days Pending	P	119.3	45.0	81.4	54.9	92.5	207.2	173.8	128.2	186.5	112.4	105.6	70.1	13.0
Rating Claims Processing Time (FYTD)	O	246.1	80.0	213.5	254.3	225.3	316.4	339.4	352.5	209.1	175.5	254.1	328.1	145.0
Authorization Accuracy (12 Month Average)	O	96.6%	98.0%	92.9%	95.2%	97.2%	95.7%	94.4%	99.1%	97.7%	100.0%	97.8%	97.0%	98.2%
Fiduciary Accuracy (12 month average)	O	89.1%	98.0%	N/A	N/A	86.5%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	96.7%
Rating Claims Average Days Pending	P	243.2	70.0	172.3	177.4	196.0	326.0	308.9	292.4	325.5	132.3	219.3	266.5	180.4
Completed Claims	O	90,339	150,000	1,469	624	423	1,162	624	1,156	1,066	445	1,276	504	342
Non-Rating Average Days Pending	P	152.8	60.0	109.8	105.7	178.8	204.2	132.0	102.8	211.5	78.7	185.8	148.8	82.9
BDD Processing Time (FYTD)	O	195.1	40.0	N/A	N/A	183.4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Completed Claims (BDD)	O	1,789	3,500	N/A	N/A	992	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Quick Start Processing Time (FYTD)	O	319.1	75.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Completed Claims (QS)	O	2,166	2,640	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Follow-up Fiduciary Appts. Pending ≤120 days	P		95.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Initial Fiduciary Appts. Pending ≤45 days	P		95.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Processing Time (FYTD) AMC Appeals	O	399.2	200.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
AMC Processing Accuracy (12 Month Average)	O	79.2%	98.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Pension														
Rating Inventory > 125 Days	O	36.9%	0.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Completed Claims	O	12,293	17,000	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Rating Claims Average Days Pending	P	127.0	70.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Rating Claims Accuracy (12 Month Average)	O	97.5%	98.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Authorization Accuracy (12 Month Average)	O	98.0%	98.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Non-Income Related Claims, Average Days Pending	P	151.8	35.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Processing Time (FYTD) Initial Survivor's Benefits	O	228.8	75.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Education														
Processing Time Days - Initial Claim	O	32.3	12.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Processing Time Days - Supplemental Claim	O	15.8	6.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Payment Accuracy	O		98.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Loan Guaranty														
Timely Initial Specially Adapted Housing Reviews	O	97.5%	98.0%	99.3%	N/A	N/A	N/A	N/A	100.0%	N/A	N/A	N/A	N/A	N/A
Adequacy of Servicing Timely	P	100.0%	98.0%	100.0%	N/A	N/A	N/A	N/A	99.7%	N/A	N/A	N/A	N/A	N/A

¹ Type **P**=process measure, **O**=outcomes measure. Symbol **▴** means higher value is better than lower value, **▾** means lower value is better than higher value.

² Station **339**=Denver, CO, **340**=Albuquerque, NM, **341**=Salt Lake City, UT, **343**=Oakland, CA, **344**=Los Angeles, CA, **345**=Phoenix, AZ, **346**=Seattle, WA, **347**=Boise, ID, **348**=Portland, OR, **354**=Reno, NV, **358**=Manila, Philippines, **377**=San Diego, CA, **436**=Ft. Harrison, MT, **442**=Cheyenne, WY, **459**=Honolulu, HI, **463**=Anchorage, AK.

ASPIRE • BENEFITS

11 June 2012

Measures for Western Area, April 2012

Measures • VA National Averages • Aspirational Goals				Aspirational Goals Met ²									
Domain • Measure	T ¹	Average	Goal	377	436	442	459	463					
Compensation													
Rating Claims Accuracy (12 Month Average)	O	86.1%	98.0%	85.5%	93.0%	82.7%	85.3%	80.5%					
Rating Claims Accuracy (3 Month Average)	O	86.9%	98.0%	86.2%	91.7%	89.4%	86.7%	81.0%					
Rating Inventory > 125 days	O	65.6%	0.0%	64.9%	23.0%	37.8%	74.5%	47.3%					
Homeless Rating Claims Average Days Pending	P	119.3	45.0	96.3	55.2	103.0	86.9	62.3					
Rating Claims Processing Time (FYTD)	O	246.1	80.0	277.9	117.9	165.4	286.1	207.5					
Authorization Accuracy (12 Month Average)	O	96.6%	98.0%	93.0%	97.6%	94.8%	98.1%	97.2%					
Fiduciary Accuracy (12 month average)	O	89.1%	98.0%	N/A	N/A	N/A	N/A	N/A					
Rating Claims Average Days Pending	P	243.2	70.0	232.1	91.2	125.0	294.5	155.6					
Completed Claims	O	90,339	150,000	797	322	231	244	230					
Non-Rating Average Days Pending	P	152.8	60.0	95.4	87.2	188.7	91.3	178.1					
BDD Processing Time (FYTD)	O	195.1	40.0	N/A	N/A	N/A	N/A	N/A					
Completed Claims (BDD)	O	1,789	3,500	N/A	N/A	N/A	N/A	N/A					
Quick Start Processing Time (FYTD)	O	319.1	75.0	277.4	N/A	N/A	N/A	N/A					
Completed Claims (QS)	O	2,166	2,640	1,309	N/A	N/A	N/A	N/A					
Follow-up Fiduciary Appts. Pending ≤120 days	P		95.0%	N/A	N/A	N/A	N/A	N/A					
Initial Fiduciary Appts. Pending ≤45 days	P		95.0%	N/A	N/A	N/A	N/A	N/A					
Processing Time (FYTD) AMC Appeals	O	399.2	200.0	N/A	N/A	N/A	N/A	N/A					
AMC Processing Accuracy (12 Month Average)	O	79.2%	98.0%	N/A	N/A	N/A	N/A	N/A					
Pension													
Rating Inventory > 125 Days	O	36.9%	0.0%	N/A	N/A	N/A	N/A	N/A					
Completed Claims	O	12,293	17,000	N/A	N/A	N/A	N/A	N/A					
Rating Claims Average Days Pending	P	127.0	70.0	N/A	N/A	N/A	N/A	N/A					
Rating Claims Accuracy (12 Month Average)	O	97.5%	98.0%	N/A	N/A	N/A	N/A	N/A					
Authorization Accuracy (12 Month Average)	O	98.0%	98.0%	N/A	N/A	N/A	N/A	N/A					
Non-Income Related Claims, Average Days Pending	P	151.8	35.0	N/A	N/A	N/A	N/A	N/A					
Processing Time (FYTD) Initial Survivor's Benefits	O	228.8	75.0	N/A	N/A	N/A	N/A	N/A					
Education													
Processing Time Days - Initial Claim	O	32.3	12.0	N/A	N/A	N/A	N/A	N/A					
Processing Time Days - Supplemental Claim	O	15.8	6.0	N/A	N/A	N/A	N/A	N/A					
Payment Accuracy	O		98.0%	N/A	N/A	N/A	N/A	N/A					
Loan Guaranty													
Timely Initial Specially Adapted Housing Reviews	O	97.5%	98.0%	N/A	N/A	N/A	93.8%	N/A					
Adequacy of Servicing Timely	P	100.0%	98.0%	N/A	N/A	N/A	100.0%	N/A					

¹ Type P=process measure, O=outcomes measure. Symbol ▴ means higher value is better than lower value, ▾ means lower value is better than higher value.

² Station 339=Denver, CO, 340=Albuquerque, NM, 341=Salt Lake City, UT, 343=Oakland, CA, 344=Los Angeles, CA, 345=Phoenix, AZ, 346=Seattle, WA, 347=Boise, ID, 348=Portland, OR, 354=Reno, NV, 358=Manila, Philippines, 377=San Diego, CA, 436=Ft. Harrison, MT, 442=Cheyenne, WY, 459=Honolulu, HI, 463=Anchorage, AK.

ASPIRE • BENEFITS

11 June 2012

Measures for Western Area, April 2012

Measures • VA National Averages • Aspirational Goals				Aspirational Goals Met ²										
Domain • Measure	T ¹	Average	Goal	339	340	341	343	344	345	346	347	348	354	358
Loan Guaranty (continued)	P	98.4%	98.0%	99.1%	N/A	N/A	N/A	N/A	97.3%	N/A	N/A	N/A	N/A	N/A
Loan Production Oversight Accuracy	P	98.4%	98.0%	99.1%	N/A	N/A	N/A	N/A	97.3%	N/A	N/A	N/A	N/A	N/A
Construction & Valuation Oversight Accuracy	P	95.8%	98.0%	97.1%	N/A	N/A	N/A	N/A	93.6%	N/A	N/A	N/A	N/A	N/A
Specially Adapted Housing Oversight Accuracy	P	97.8%	98.0%	98.3%	N/A	N/A	N/A	N/A	97.5%	N/A	N/A	N/A	N/A	N/A
Loan Administration Oversight Accuracy	P	99.4%	98.0%	99.7%	N/A	N/A	N/A	N/A	99.3%	N/A	N/A	N/A	N/A	N/A
Timely Non-Routine Acquisitions	P	99.9%	98.0%	100.0%	N/A	N/A	N/A	N/A	100.0%	N/A	N/A	N/A	N/A	N/A
Vocational Rehabilitation & Employment														
Rehabilitation Rate	O	78.9%	90.0%	84.4%	85.6%	64.7%	56.4%	83.3%	80.1%	79.3%	N/A	73.0%	90.4%	75.0%
Serious Employment Handicap Rehab Rate	O	78.3%	82.0%	82.9%	84.4%	55.5%	57.6%	84.3%	77.2%	80.4%	N/A	71.4%	89.9%	75.0%
Outcome Accuracy	O	97.2%	98.0%	97.4%	98.6%	94.3%	93.6%	100.0%	94.6%	97.9%	97.1%	97.9%	100.0%	91.7%
Average Days to Make Entitlement Decision	O	45.0	30.0	32.8	37.0	39.8	46.2	37.6	38.2	38.5	N/A	50.4	41.9	45.4
Fiscal Accuracy	O	81.0%	98.0%	87.6%	87.7%	85.5%	83.2%	92.3%	90.6%	89.9%	75.6%	87.9%	86.7%	95.7%
Employment Rehabilitation Rate	O	75.8%	85.0%	83.8%	81.5%	63.7%	48.9%	82.8%	75.9%	78.4%	N/A	71.7%	87.9%	75.0%
Average Days Evaluation and Planning Status	P	97.0	60.0	57.0	102.0	96.0	83.0	148.0	85.0	74.0	39.0	88.0	81.0	129.0
Insurance														
Average Processing Days - Disbursements	O	1.5	2.5	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Average Processing Days - S-DVI Applications	P	2.7	8.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Disbursement Accuracy	O	99.8%	99.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
S-DVI Application Accuracy	O	96.8%	98.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
High Client Satisfaction Rate	O	95.5%	95.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

¹ Type **P**=process measure, **O**=outcomes measure. Symbol means higher value is better than lower value, means lower value is better than higher value.

² Station 339=Denver, CO, 340=Albuquerque, NM, 341=Salt Lake City, UT, 343=Oakland, CA, 344=Los Angeles, CA, 345=Phoenix, AZ, 346=Seattle, WA, 347=Boise, ID, 348=Portland, OR, 354=Reno, NV, 358=Manila, Philippines, 377=San Diego, CA, 436=Ft. Harrison, MT, 442=Cheyenne, WY, 459=Honolulu, HI, 463=Anchorage, AK.

ASPIRE • BENEFITS

11 June 2012

Measures for Western Area, April 2012

Measures • VA National Averages • Aspirational Goals				Aspirational Goals Met ²									
Domain • Measure	T ¹	Average	Goal	377	436	442	459	463					
Loan Guaranty (continued)	P ▽	98.4%	98.0%	N/A	N/A	N/A	98.4%	N/A					
Loan Production Oversight Accuracy	P ▽	98.4%	98.0%	N/A	N/A	N/A	98.4%	N/A					
Construction & Valuation Oversight Accuracy	P ▽	95.8%	98.0%	N/A	N/A	N/A	96.1%	N/A					
Specially Adapted Housing Oversight Accuracy	P ▽	97.8%	98.0%	N/A	N/A	N/A	83.7%	N/A					
Loan Administration Oversight Accuracy	P ▽	99.4%	98.0%	N/A	N/A	N/A	100.0%	N/A					
Timely Non-Routine Acquisitions	P ▽	99.9%	98.0%	N/A	N/A	N/A	100.0%	N/A					
Vocational Rehabilitation & Employment													
Rehabilitation Rate	O ▽	78.9%	90.0%	56.6%	89.8%	N/A	74.1%	80.6%					
Serious Employment Handicap Rehab Rate	O ▽	78.3%	82.0%	57.6%	88.2%	N/A	75.8%	71.4%					
Outcome Accuracy	O ▽	97.2%	98.0%	97.1%	100.0%	N/A	85.3%	100.0%					
Average Days to Make Entitlement Decision	O ▽	45.0	30.0	85.8	37.9	N/A	38.2	43.8					
Fiscal Accuracy	O ▽	81.0%	98.0%	88.0%	87.5%	N/A	86.4%	88.7%					
Employment Rehabilitation Rate	O ▽	75.8%	85.0%	50.3%	89.3%	N/A	66.0%	82.4%					
Average Days Evaluation and Planning Status	P ▽	97.0	60.0	97.0	124.0	0.0	139.0	88.0					
Insurance													
Average Processing Days - Disbursements	O ▽	1.5	2.5	N/A	N/A	N/A	N/A	N/A					
Average Processing Days - S-DVI Applications	P ▽	2.7	8.0	N/A	N/A	N/A	N/A	N/A					
Disbursement Accuracy	O ▽	99.8%	99.0%	N/A	N/A	N/A	N/A	N/A					
S-DVI Application Accuracy	O ▽	96.8%	98.0%	N/A	N/A	N/A	N/A	N/A					
High Client Satisfaction Rate	O ▽	95.5%	95.0%	N/A	N/A	N/A	N/A	N/A					

¹ Type **P**=process measure, **O**=outcomes measure. Symbol ▽ means higher value is better than lower value, ▴ means lower value is better than higher value.

² Station 339=Denver, CO, 340=Albuquerque, NM, 341=Salt Lake City, UT, 343=Oakland, CA, 344=Los Angeles, CA, 345=Phoenix, AZ, 346=Seattle, WA, 347=Boise, ID, 348=Portland, OR, 354=Reno, NV, 358=Manila, Philippines, 377=San Diego, CA, 436=Ft. Harrison, MT, 442=Cheyenne, WY, 459=Honolulu, HI, 463=Anchorage, AK.